

Venue walk-in – Establishment Admin / POS User

User Manual

User Manual – Venue Walk-In System

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1. General Overview

1.1 Venue Walk-in Module

Refers to Walk-in ticketing system used by Establishments.

1.2 Venue Walk-in Establishment Admin

The primary function of establishment user is to manage the sales users in the system. Here the admin have rights to view the sales reports for event tickets, view the invoices generated for those tickets. Each establishment can have one admin establishment user.

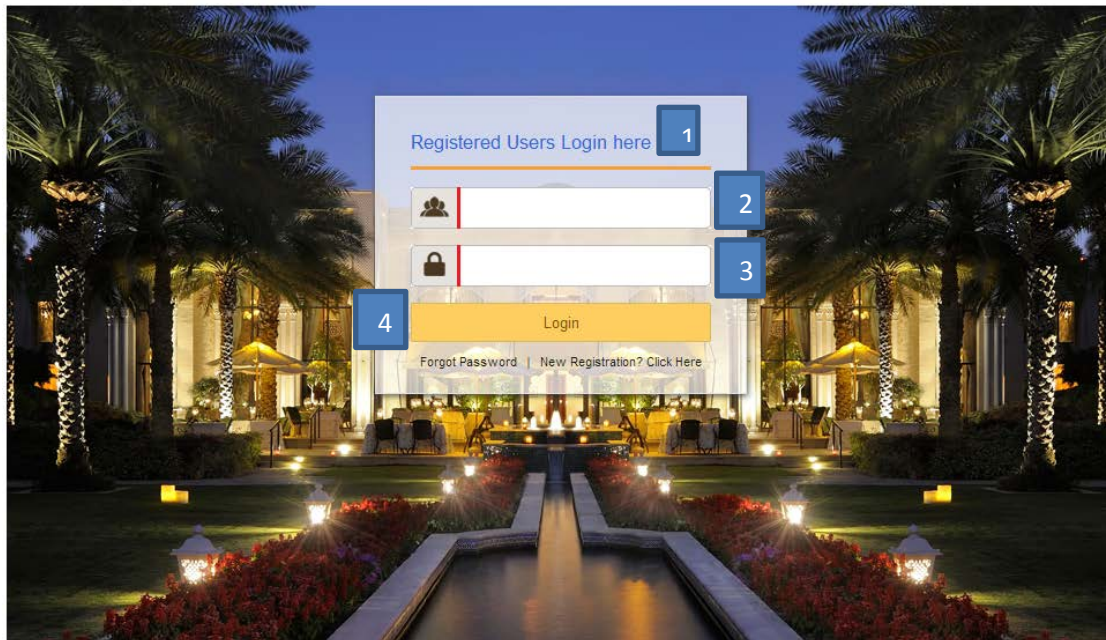
1.3 Venue Walk-in POS User

The primary function of POS user is to issue tickets for specific sub venues. POS user has the rights to view the sales reports for event tickets, view the invoices generated for those tickets.

2. Application Screens

2.1. User Login Screen.

1. This screen gives the authority to login only the registered establishment / POS users.
2. Put registered user ID to login the application.
3. Put registered password to login the application.
4. Click the yellow colored login button.
5. Option to select the language in which user would like to see the further application.
As per the standard template it can be either in English or Arabic.



2.2. Login Page

1. It will provide the list of sub venues pertaining to the specified establishment.
2. It will provide the list of ticket categories organized by the aforesaid establishment.
3. Manage user will provide the option to create a new POS user.
4. It will allow the admin establishment / POS user to issue new tickets.
5. Provides the option to view the report for “ticket sale report, Invoice report”.

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1	2	3	4	5
SubVenues	Tickets Design	Users	Issue Tickets	Reports

2.2.1. Manage Sub venues

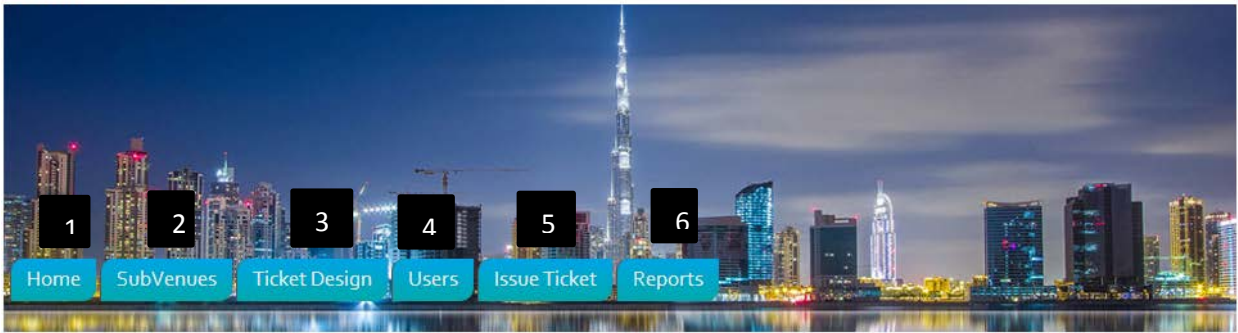
1. It will take user back to home screen.
2. It provide the details of sub venues which includes the sub venue name , capacity of the sub venue , sub venue creation date , permit date – start and end, and sub venue permit status.
3. Provide the way to manage the ticket categories for event wherein the user can either search the existing ticket details or add new ticket category.
4. It provides the details to manage the user.
5. It provides the screen to issue the tickets.
6. Provides the way to get the reports.
7. It provides the option to get back to previous screen or to home screen.

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1 Home 2 SubVenues 3 Ticket Design 4 Users 5 Issue Ticket 6 Reports

Sub-Venues Details

Establishment Name: ARAS GUEST HOUSE
License Number: 225661

Sub-Venue Name	Capacity	Submission Date	Permit Start	Permit End	Permit Status
Test	1	07/04/2014 18:06			
Regal	10	03/04/2014 13:16	07/10/2014 00:00:00	06/01/2016 00:00:00	Active
Dance Room	500	21/03/2014 14:10			
Dance Room	500	21/03/2014 14:10			
hjnsc	0	21/03/2014 14:08			
My Test Venue	50	16/03/2014 08:23			
Reject Venue	80	13/03/2014 14:37			
Sample Venue	200	13/03/2014 14:36			

1 2 ▶ ◀

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2.2.2. Manage Ticket Categories.

1. Name of the establishment and valid license number for the establishment.
Provides the filter criteria for the selected sub venue available in the aforesaid establishment.
2. Provides the ticket details which include the name of ticket category, establishment's sub venue name, price of the ticket, Status of the ticket, submission date & option to edit/delete the ticket record.
3. It provides the way to search any selective record.
Example: User A wants to see the ticket details pertaining to some specific venue then user should select the sub venue name and apply the search key. This function will provide the tabular details of the selective sub venue to user.
4. Cancel will take back the user to the home page.
5. Provides the option to add the new ticket category.
6. Provides the page number display i.e. user is referring to which page for the aforesaid ticket details.

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- Provides the information about records being displayed at page one and thereafter.

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











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Home SubVenues Ticket Design Users Issue Ticket Reports

Ticket Design

1 Establishment Name ARAS GUEST HOUSE
2 License Number 225661
3 Filter by venue 4 5 --Select--
Search Cancel Add New Category

Ticket Category Name	Venue Name	Ticket Price	Status	Submission Date	Action
Special	Music Room	200	Approved	13/04/2014 15:17	 
Cat1	Regal	500	Approved	13/11/2014 12:36	 
Regular	Music Room	150	Approved	29/09/2014 12:31	 
Cat2	Regal	100	Approved	30/09/2014 12:05	 
Cat3	Regal	1000	Approved	30/09/2014 12:08	 
Regal	Regal	500	Approved	14/10/2014 14:58	 

1 2 ... 13
Displaying items 1 - 10 of 13

2.2.2.1. Add New category and Ticket design approval.

Add New category

On click of 'add new category' in 'Ticket design screen' user will land to 'Add ticket Category' screen.

- Selection of sub venue name where event will be organized.
- Provide a name for category which needs to be added/created as new.
- The price chargeable for said category.
- Option to download an existing ticket template.
- Provide an establishment logo: on click of select button an option to browse will open through which a logo can be attached from any available file in the system.
- Flat Ticket : It will provide the details to be published at flat ticket which will includes

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Test for ticket, ticket subtext if needs to be published since it's a non-mandatory field, comments if any.

7. Submit the details for tickets.
8. Publish/view the ticket preview.
9. Cancel option will take user back to home screen.

Ticket design approval

The screenshot shows the 'Ticket Category Detail' form. It is divided into two main sections: 'Ticket Category Detail' and 'Ticket Design'.

Ticket Category Detail:

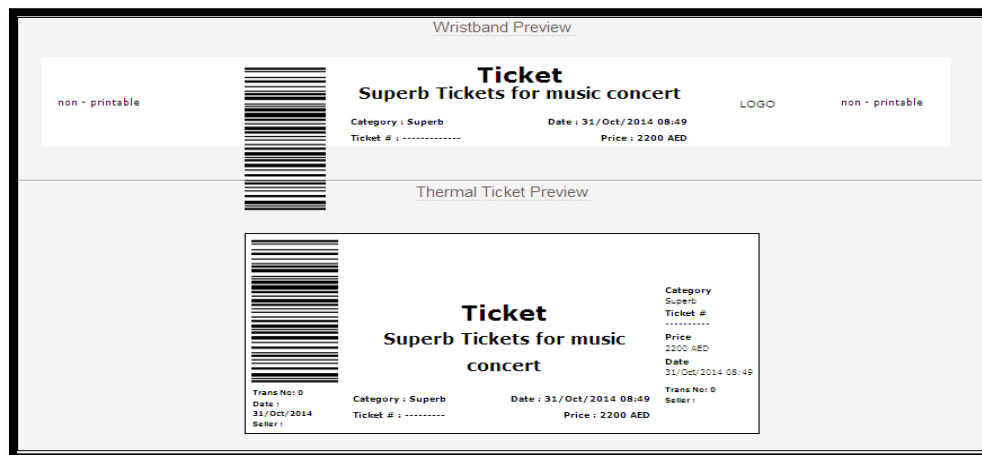
- Establishment Name: ARAS GUEST HOUSE (1)
- Venue Name *: Regal (2)
- Category Name *: Superb (3)
- Category Price *: 2200 (4)
- Download ticket template (5)

Ticket Design:

- Wristband (6)
- Establishment Logo: Select... (7)
- Flat Ticket (8)
- Ticket Text *: Ticket (9)
- Ticket Subtext: Superb Tickets for music concert
- Comments: raise to approve

At the bottom, there are three buttons: 'Submit' (10), 'Preview ticket' (11), and 'Cancel' (12). A '7' is also present near the 'Submit' button.

- Click on Preview ticket.

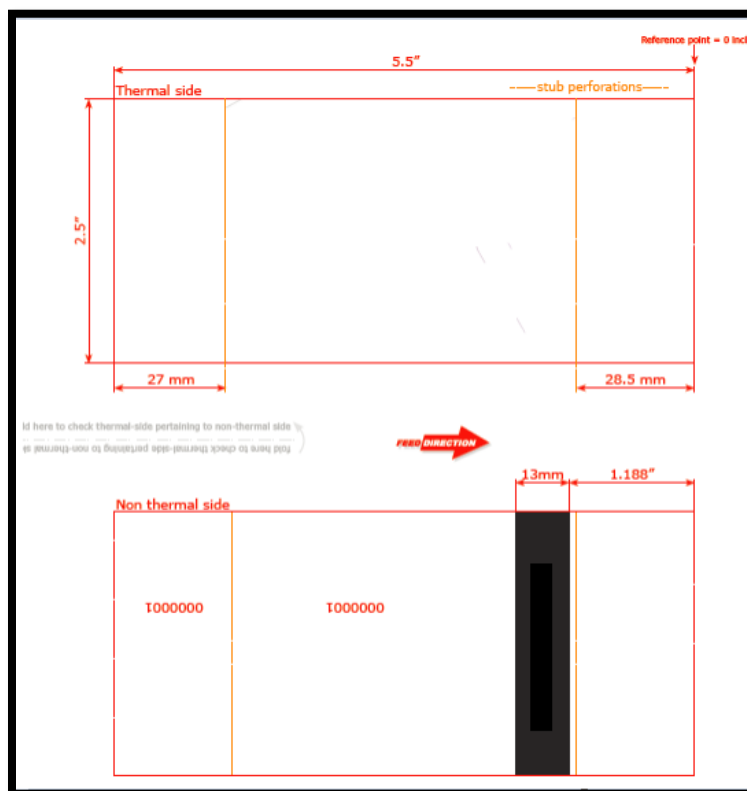


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- Edit the Preview ticket with Hotel name and venue name **manually** as below.

 123456789	HOTEL NAME VENUE NAME		Category Regular
	Regular Day 100		Ticket # 123456789
			Price 100 AED
			Date 22/Feb/2015 07:27
Trans No: 45	Category :	No. :	Date : 22/Feb/2015
Date : 22/Feb/2015			07:27
Seller : Red Square	Regular	Price : 100 AED	Trans No: 45
			Seller : Red Square

- Submit the Edited ticket design with ticket Art work to walk-in@dubaitourism.ae
****Collect the Art Work from the Ticket supplier (or) Physical ticket scan copy.**



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2.2.3. Manage User

At manage user screen we will be having two tabs to perform the action.

Cancel and Add new user.

1. Cancel button will direct back the user to home screen.
2. Add new user button provides the option to add the new user. On click of this button user will land to a new screen.

Manage Users

Establishment Name

ARAS GUEST HOUSE

License Number


















225661






1

Cancel

Add New User

2

First Name	Last Name	Username	Email	Phone	Action
Badal1	Kumar1	badal1.kumar1160	Badal.Kumar2@wns.com	7898797879	 
bbbc	bbb	bbbc.bbb184	bbb@bbb.ccc	0000000000	 
bhushan	kumar	bhushan.kumar83	mohammad.khalid@wns.com	7874541111	 
Chetana	Pahuwani	chetana.pahuwani199	tausif.sayeed@wns.com	7474663956	 
chetana	pahuwani	chetana.pahuwani200	tausif.sayyed@wns.com	4685365465	 
ii	ii	ii.ii183	amit.sharma66@wns.com	0000000000	 
M	R	m.r168	manal.rayess@gmail.com	0506341600	 
Manal	Al raysee	manal.alraysee165	manal.rayes@dubaitourism.ae	1111111111	 
Nidhi	Test	nidhi.test193	test@yahoo.com	9191919191	 
Nidhi	Mehta	nidhi.mehta194	nidhi.mehta@wns.com	9199996189	 



1 2

Displaying items 1 - 10 of 18

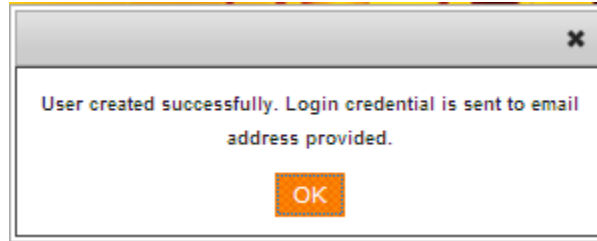
Screen 2.3.2. : Manage User → Manage User → Add New User → User Information

This screen is useful to add a new user to establishment and then provide the privileges to the user to view the reports.

1. Auto populated sub venue name will be displayed & user needs to select one out of them.
2. Provide the tittle for the user.
3. Provide the first and last name of the user.
4. Email and address belongs to user.
5. Option to select the actual privileges to be given to user.
6. Click of submit will provide the login credentials of aforesaid user & thereafter the user will be eligible to issue the tickets.

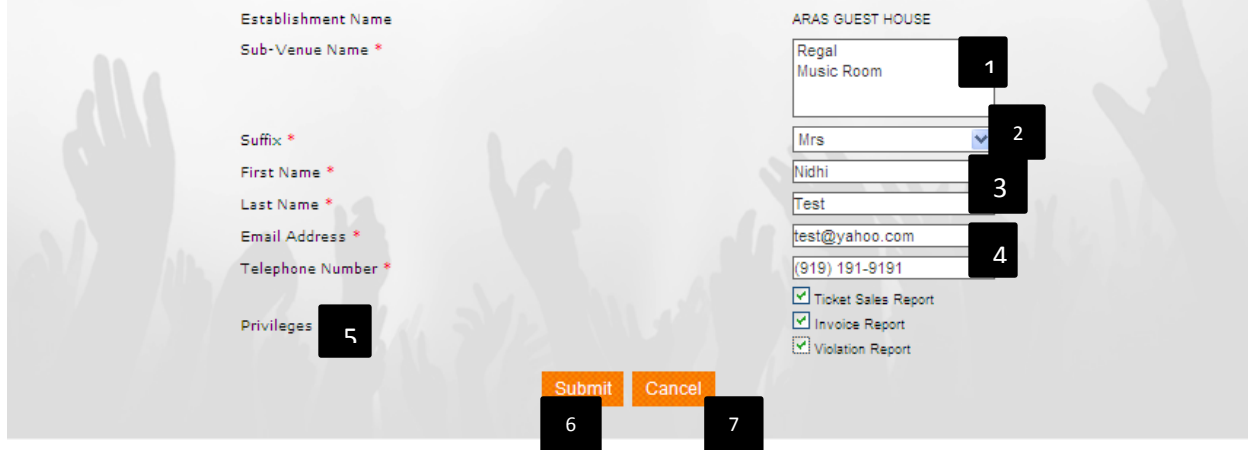
Below message will be displayed on click of submit button.

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7. Cancel will take back the user to home screen.

User Information

A screenshot of the "User Information" form. The form is divided into two main sections. The left section contains fields for "Establishment Name", "Sub-Venue Name *", "Suffix *", "First Name *", "Last Name *", "Email Address *", "Telephone Number *", and "Privileges" (with a black box labeled 5). The right section is titled "ARAS GUEST HOUSE" and contains a dropdown menu for "Regal Music Room" (labeled 1), a dropdown for "Mrs" (labeled 2), text fields for "Nidhi" (labeled 3) and "Test" (labeled 4), and a text field for "test@yahoo.com" (labeled 4). Below these are three checkboxes: "Ticket Sales Report", "Invoice Report", and "Violation Report", all of which are checked. At the bottom of the form are two orange buttons: "Submit" (labeled 6) and "Cancel" (labeled 7).

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The POS user will get the credentials at registered email ID.

2014/11/04
مستخد
المزور
ر المتاح
ن النظام

Date: 04/11/2014

Your credential is mentioned below :-

Username :
Password :
Applicable Roles : POS

Regards,
Back Office

Department of Tourism and Commerce Marketing

At email, POS user will get the one time password which needs to be changed once logged in to the screen for the first time.

2.2.4. Issue Tickets

1

Filter by venue Regal Go

Cat1
(Price: 500)

Cat2
(Price: 100)

Cat3
(Price: 1000)

Regal
(Price: 500)

Ladies Nig
(Price: 300)

3 - + 2

4

Delete	Category	Count	Total
No records to display.			

Total: 0

Displaying items 0 - 0 of 0

☐ Print Establishment Name instead of Logo (Flat Only)

Wristband 5 Flat

Print 6

Cancel

1. Select the sub venue name and tab the go button.
It will display the ticket category available with selected sub venue name.
2. The add sign available on the ticket category will provide the option to add the new number of tickets in the existing/selected category.
Here the ticket numbers can be entered with selection of numbers through virtual keyboard.
Delete option will delete the single digit.
Reset will get the entire digit to be removed from the tab,
Enter/close option with close this small window.

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[close](#)

Enter Number of ticket

1	2	3
4	5	6
7	8	9
	0	
Delete	Enter	Reset

3. The '-' (minus) sign on the ticket category will delete out the ticket category details being selected and made available in the below window.
4. This table provides the ticket category details as selected.
5. It refers to get the selected ticket category to be printed in wristband format or Flat ticket format.
6. Print option refers to print the selected ticket and cancel will take back the user to home page. On selection of print a new window gets open as a summary for the selected tickets and allow user to fill the further payment details.
Where in the auto selected payment option shall be Cash however user can switch it to credit card as well.
If payment being made through cash then no payment information is required however while payment being made through CC system needs to have the credit card holder name and card number to track the ticket payment details further.

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Category	Count	Ticket Price
hhhh	1	88
Ladies Nig	1	300
<hr/>		
Total	2	388

Select the payment type

Select the payment type ☒ Cash ☐ Credit Card

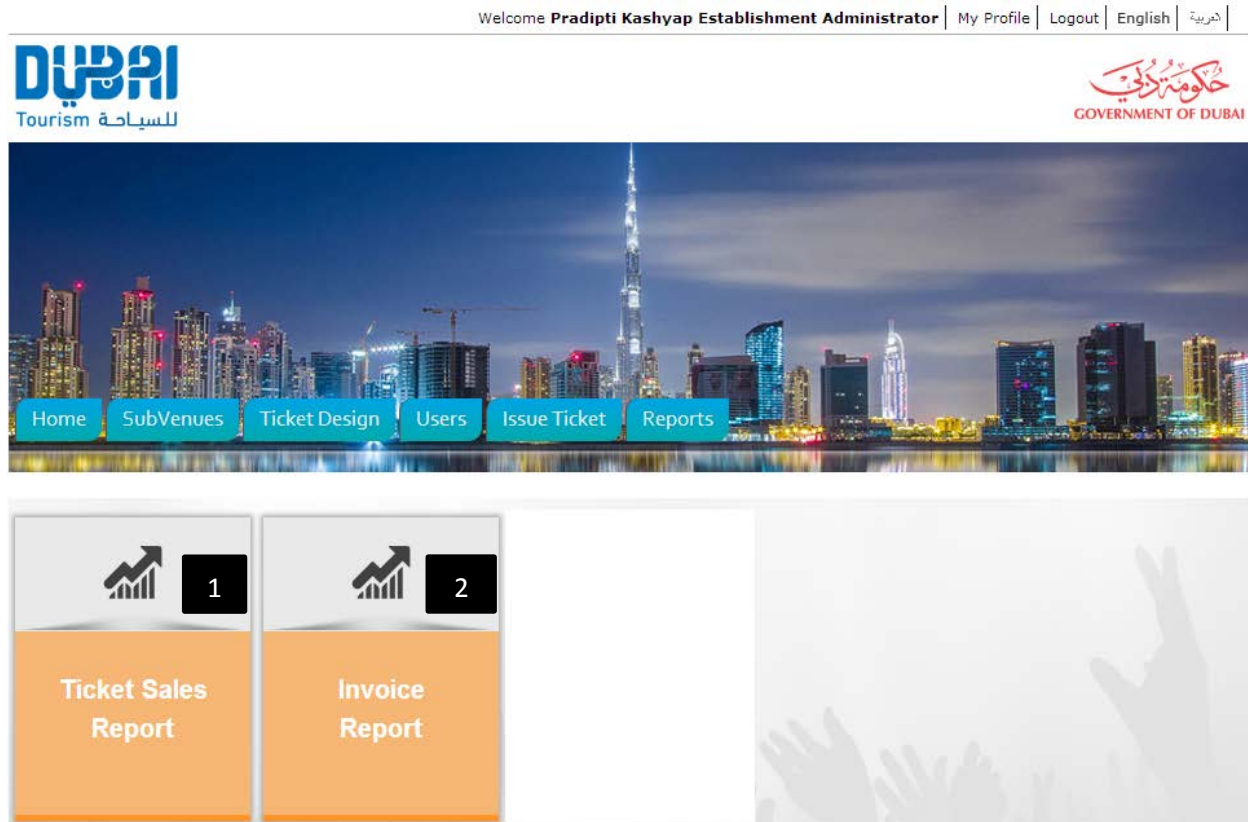
Card Holder Name

Card#

2.2.5. Reports

It provides the option to view the reports for ticket sale report, invoice report and violation report.

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1. Ticket sale report will provide the option for admin to view the actual ticket sales report for the aforesaid establishment for the specified tenure of the selected sub venue.

Ticket Sales Report

From	<input type="text"/>	To	<input type="text"/>	Establishment	ARAS GUEST HOUSE	Venue	<input type="text" value="Regal"/>
<input type="button" value="Search"/>		Category	<input type="text" value="Regal"/>	Sort By		<input type="text" value="Date"/>	

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The details customer sees in ticket sales report

Ticket Sales Report

Summary						
Establishment	Category	Total Count of Tickets	Returned Tickets	Total Amount (AED)	DTCM Fee Amount(AED)	Issued In
FAIRMONT DUBAI	Regular	375	0	112500.00	11250.00	Establishment
FAIRMONT DUBAI	Regular	137	0	27400.00	2740.00	Establishment

Details

Establishment	Ticket ID	Serial #	Transaction #	Issue Date	Category	Amount (AED)	Venue Name	Ticket Status	Issued By	Invoiced (Yes/No)	Invoice ID
FAIRMONT DUBAI	ZL4455000400		1	04/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	ZX8145311100		10	06/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	WS6427784600		100	06/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	EK6827127000		101	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	EY6827329800		102	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	IA6827532600		103	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	CG6827735400		104	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	PP6827938200		105	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	IP6828141000		106	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839
FAIRMONT DUBAI	VV6828343800		107	07/01/2015	Regular	300.00	CAVALLI CLUB	Issued	Ahmed Mohy	Yes	201512839

- It provides an option to extract the invoice report for paid, unpaid and overdue invoices for all the issued tickets.

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Invoice Report

Search

From 05-02-2014
To 25-11-2014
Status --Select--
Establishment Name ARAS GUEST HOUSE

Search

Cancel

Status	Count of Invoices
Paid	0
Pending	3
Overdue	0

Select	Invoice Number	Invoice Date	Due Date	Status	Ticket Amount (AED)	Ticket Count
<input type="checkbox"/>	2014.4.609	09/04/2014	23/04/2014	Pending	926500.00	1866
<input type="checkbox"/>	2014.4.618	10/04/2014	24/04/2014	Pending	3350.00	20
<input type="checkbox"/>	2014.4.624	15/04/2014	29/04/2014	Pending	3600.00	14

Displaying items 1 - 3 of 3

3. Clicking on any invoice number, system display the tickets involved in this invoice.

Invoice Details Report

Establishment Name : ARAS GUEST HOUSE

Invoice ID: 2014.4.609 Status: Pending

Invoice Date: 09/04/2014 Due Date: 23/04/2014

Total Amount: 926500.00

Total DTCM Fee Amount: 102267.50 + 10 AED Knowledge Fee = 102077.50

Venue Name	Total Amount	Fee Amount
Music Room	926000.00	102067.50
Regal	500.00	200.00

Ticket ID	Issue Date	Ticket Amount (AED)	Ticket Status	Issued By	Category Name	Venue Name
LINK00001	04/03/2014	250.00	Issued	Mr Chandra Kumar	BRONZE	Music Room
OHCD00002	04/03/2014	250.00	Issued	Mr Chandra Kumar	BRONZE	Music Room
KRLP00003	04/03/2014	650.00	Issued	Mr Chandra Kumar	GOLD	Music Room
TBRC00004	04/03/2014	400.00	Issued	Mr Chandra Kumar	SILVER	Music Room
LXET00005	04/03/2014	400.00	Issued	Mr Chandra Kumar	SILVER	Music Room
COYU00006	04/03/2014	400.00	Issued	Mr Chandra Kumar	SILVER	Music Room
LIKN00007	04/03/2014	250.00	Issued	Mr Chandra Kumar	BRONZE	Music Room
UFYH00008	04/03/2014	250.00	Issued	Mr Chandra Kumar	BRONZE	Music Room
KIFD00009	04/03/2014	650.00	Issued	Mr Chandra Kumar	GOLD	Music Room

4

XML file with report data
PDF
MHTML (web archive)
Excel
TIFF file
Word

Activate Windows
Go to PC settings

4- Clicking on save icon displays the availability of exporting the report to (PDF, Excel...).

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Invoice Payment steps

Go to Invoice Reports Under reports Tab.



Choose the invoice which you would like to settle and Click on Pay.

The screenshot shows the 'Invoice Report' page. It has a search bar and a table with columns: Select, Invoice Number, Invoice Date, Due Date, Status, Ticket Amount (AED), and Ticket Count. A green arrow points to the first row of the table.

Select	Invoice Number	Invoice Date	Due Date	Status	Ticket Amount (AED)	Ticket Count
<input checked="" type="checkbox"/>	201522841	28/02/2015	05/03/2015	Paid	49400.00	494
<input type="checkbox"/>	201533047	30/03/2015	04/04/2015	Paid	106100.00	1061
<input type="checkbox"/>	201542953	29/04/2015	04/05/2015	Paid	88600.00	837
<input type="checkbox"/>	201552868	28/05/2015	02/06/2015	Overdue	75350.00	650
<input type="checkbox"/>	201542954	29/04/2015	04/05/2015	Paid	247980.00	4133
<input type="checkbox"/>	201552872	28/05/2015	02/06/2015	Overdue	687900.00	11061
<input type="checkbox"/>	201542957	29/04/2015	04/05/2015	Paid	44915.00	382
<input type="checkbox"/>	201552896	28/05/2015	02/06/2015	Paid	149980.00	1023

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Pay

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Choose the payment type cash or cheque, For check you need to fill the check details and attached the scan copy of the cheque.

Sr.No.	Fee Type	Fee Amount
1	DTCM Fee / ان مخرج	4040.00
2	Knowledge Fee	10.00
Total		4050.00

Select the payment type ☐ Cash ☒ Cheque

Payer Name *
Payer Mobile *

Cheque Details

Bank Name *
Bank Account *
Amount *
Cheque # *
Upload Cheque *

Attachment Name	Type	Attachment Size (K.B)	Delete
Bong paymen DTCM cheque.pdf	Cheque	76.8095703125	

Displaying items 1 - 1 of 1

[Print Receipt](#) [Cancel](#)

[Home](#) [Registration Requests](#) [Venues Requests](#) [Ticket Category Requests](#) [Issue Ticket](#) [Reports](#)

PO Details

Establishment Name	FAIRMONT DUBAI	Invoice Number	201512839
License #	529527	Invoice Date	28/01/2015 4:40:47 AM
Category	HOTEL	Due Date	02/02/2015 12:00:00 AM
Establishment Grade	5 STAR		

Sr.No.	Fee Type	Fee Amount
1	DTCM Fee / كفاي كارب	11250.00
2	Knowledge Fee	10.00
Total		11260.00

Select the payment type ☒ Cash ☐ Cheque

Payer Name *
Payer Mobile *

[Print Receipt](#) [Cancel](#)

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Print receipt and pay the mode of payment at DTCM Cashier and collect the Payment receipt from the cashier.